



Camella Lipa Homeowners' Association, Inc.

Brgy. Tibig, Lipa City Batangas • HLURB Reg. No. 15447 • TIN No. 420-931-299-000

Official Website: <https://camellalipahoa.com> • Contact No.: +639171364374 •

Email: hoaofficial@camellalipahoa.com

CIRCULAR 2025 – 0828

Date : August 22, 2025
To : Our Valued Residents
From : HOA Office
Re : Resolving A Complaint Filed By Any Homeowner And/or Lessee

Pursuant to the authority of the Board of Directors of Camella Lipa Homeowners' Association, Inc. and in line with its mandate to preserve peace, order, and harmony within the subdivision community, the following **Rules of Procedure** are hereby adopted and issued to guide the settlement of disputes and resolution of complaints filed before the Association.

These procedures are intended to strengthen the mechanisms of conciliation and mediation within the HOA, and to prevent indiscriminate, improper, or premature filing of complaints in the barangay or any judicial authority without first exhausting the remedies provided herein.

RULES OF PROCEDURE IN RESOLVING A COMPLAINT FILED BY ANY HOMEOWNER/S AND/OR LESSEE

Section 1. To introduce the rules of procedure to be observed in the settlement of disputes within the authority of the homeowner's association. In order that the laudable purpose of conciliation and mediation may not be subverted and its effectiveness undermined by indiscriminate, improper and/or premature filing of complaint in the barangay or in any other judicial authority, following rules of procedure are hereby issued for the resolution of complaint in the homeowner's association.

Section 2. Definition of Terms.

Adjudication is the power of the board to decide complaint filed before it and falling within its jurisdiction.

Answer is a written explanation filed by the respondent, either denying specifically the material allegations of the complaint, or alleging any lawful defense.

Amicable Settlement is an agreement reached during mediation and conciliation proceedings.

Arbitration is a process wherein the Peace and Order Committee is chosen by the board to hear and decide their dispute.

Arbitration Award is the decision reached by the Peace and Order Committee, as approve by the board, upon prior agreement in writing by the parties to a dispute for the adjudicators to resolve it.

Board is the individuals elected by the homeowners in an election duly called for that purpose.

CAF is a complaint action form.

CONTACT US:

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FB Messenger: **Camella Lipa Hoai** • FB Page: **Camella Lipa Homeowner's Association, Inc.-Official**



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Cause of action is an act or omission by which a party violates existing guidelines of the homeowner's association,

Complainant is homeowner/s and/or lessee who has a notarized contract of lease.

Complaint is a concise statement of ultimate facts constituting the homeowner/s and/or lessee' cause and causes of action.

Conciliation is a process wherein the board forgoes the power to decide or recommend but assist the parties to isolate issues and options to reach a settlement by consensus that jointly satisfies their needs.

Execution is the process of exacting satisfaction for one or both of the parties through compulsory or coercive means. It entails the enforcement of the terms of the amicable settlement or arbitration award in so far as this may enjoin or command any of the parties to perform an act, give something or refrain from doing some act.

Mediation is a process wherein the chairperson or Peace and Order Committee assists the disputing parties to reach a settlement by consensus that jointly satisfies their needs.

Peace and Order Committee is a body organized in every phase of the community which composed of Committee Chairman as the chairperson and not less than ten (6) and more than twenty (20) from which the members of every phase shall be chosen.

Respondent is the homeowner/s and/or lessee being complained of.

Section 3. Who may initiate proceeding- Any homeowner/s and/or lessee may file a complaint against the respondent involving a cause of action, orally or in writing to the homeowner's association office.

Section 4. The office has twenty-four (24) hours to refer the complaint to Peace and Order Committee/ President or its authorized presentative and to send a notice attaching the complaint to the respondent. If the homeowner/s and/or lessee wishes to remain anonymous, the office, through security or the engineer in case of construction violation has the same period to conduct inspection of the property complaint of. Thereafter, a report must be submitted to the board for their appropriate action.

Section 5. The respondent has given three (3) days to file an Answer to the complaint filed against him/her.

Section 6. After the matter is referred to POC/President or its authorized representative and receipt of the answer of the respondent, he/she may call for clarificatory conference with the parties for mediation purposes. The POC/President or its authorized representative has given seven (7) days to submit any recommendations to the board.



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Section 7. After receipt of POC's recommendation, the board may call for another conference with the parties for conciliation proceeding, if necessary. Thereafter, the board thru President has given seven (7) days to issue a resolution or a notice of violation or a violation ticket to the erring party for violation of existing rules and guidelines. If the parties amicably settle their dispute, the POC/President or its authorized representative should state the same in its report.

Section 8. The aggrieved party may file a motion for reconsideration to the board three (3) days after receipt of the resolution, together with the notice of violation and ticket. The board has five (5) days to resolve the said motion.

Section 9. The office being the depository of the complaint is directed to compile the complaints filed against any homeowner/s and/or lessees and have a monthly inventory of the same.

All existing guidelines or parts thereof which are inconsistent with this rule of procedure are hereby repealed or modified accordingly.

This rule of procedure shall take effect ten (10) days after it was published to official Facebook page of the homeowner's association and posted in conspicuous place in the clubhouse.

Signed by:

Christopher Lloyd O. Castillo
CLHOAI - BOD President

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